

**KANAAL CONDOMINIUMS**  
RESIDENT'S MANUAL



# WELCOME TO YOUR NEW HOME IN THE ZIBI COMMUNITY.

Congratulations on the purchase of your new home at Kanaal Condominiums. We would like to take this opportunity to welcome you to your new home and the neighborhood! We pride ourselves on constructing homes of the highest quality and providing our homeowners with a first-class experience.

Please note that this manual is not intended to deal with all issues related to your new home. However, it will better acquaint you with your condominium and the neighborhood and provide you with a summary of the more important maintenance issues you can expect to encounter with regard to caring for your new home.

## No Home is Maintenance Free!

Proper and timely maintenance can extend the life of many of the components and systems incorporated in your new home and help you protect your investment.

These maintenance recommendations are intended to provide you with a basic understanding of the maintenance requirements of your home. However, should any questions arise, please contact either the Condominium Management Office or the specific product supplier or manufacturer. Undertaking maintenance is not for everyone. If you are uncomfortable undertaking any specific maintenance task, you may want to hire a professional.

## PIJASHIG!

“Zibi” means “river” in the Algonquin Anishinabe language, and “kitchizibi” meaning “Great River” refers to the mighty Ottawa River. Your new community is named in recognition of the Indigenous traditional territory of the Ottawa-Gatineau area, and celebrates a new way to experience the beautiful riverfront of our region.

Zibi is one of the first communities in Ottawa or Gatineau to feature Algonquin Anishinabe culture throughout its built environment. As the community continues to grow, you will notice unique opportunities to learn about our region’s histories, cultures and languages. Indeed, the Kanaal building’s address is 320 Miwàte Private, “Miwàte” meaning glare or glow from light or fire. This will especially be true as you witness breathtaking sunsets on the river from your new home, or soon-to-be Pangishimo (sunset) Park.

We look forward to introducing you to many more opportunities to learn and experience Algonquin First Nation culture at Zibi.

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# TELEPHONE DIRECTORY

EMERGENCY DIAL 911

Please contact the Management Office for any emergency assistance.

## CONDOMINIUM MANAGERS :

Melissa MacDonald, RCM, OLCM

CMG Condominium Management Group

Management Office (9am-4pm Mon to Fri) ..... (Tel) 613-237-9519 x 130

Management Office Email..... MMacDonald@condogroup.ca

Please write to the Management Office Email for assistance with items such as:

- Elevator Bookings
- General Condominium Inquiries
- Condominium Corporation Issues

## ZIBI CUSTOMER RELATIONS OFFICE

Email..... service@zibi.ca

Phone .....613-518-0344

Address Head Office .... 310 Miwate Private, B100, Ottawa, ON K1R 0E1

## AFTER HOURS SERVICE

*Weekends, Statutory Holidays, Weekdays before 9am and after 5pm.*

Phone number..... 613-762-5704

## OTTAWA EMERGENCY SERVICES

Ambulance/Fire/Police ..... Dial 9-1-1

Ottawa Fire Department .....613-580-286

Non-Urgent Call Centre .....613-236-1222 x7300

Poison Information Centre ..... 1-800-268-9017

Distress Centre .....613-238-3311

## HOSPITALS

Ottawa Hospital (information) .....613-798-5555

Montfort Hospital (information).....613-746-4621

Queensway Carleton Hospital (information) .....613-721-2000

Children's Hospital of Eastern Ontario (information).....613-737-7600

# EXCEPTIONS IN CASE OF EMERGENCY

Certain conditions may warrant emergency access. An emergency situation involves a situation that, if not attended to immediately, could result in substantial damage to the dwelling or another dwelling or common elements or represents a substantial risk to the health and safety of the occupants if not attended to immediately.

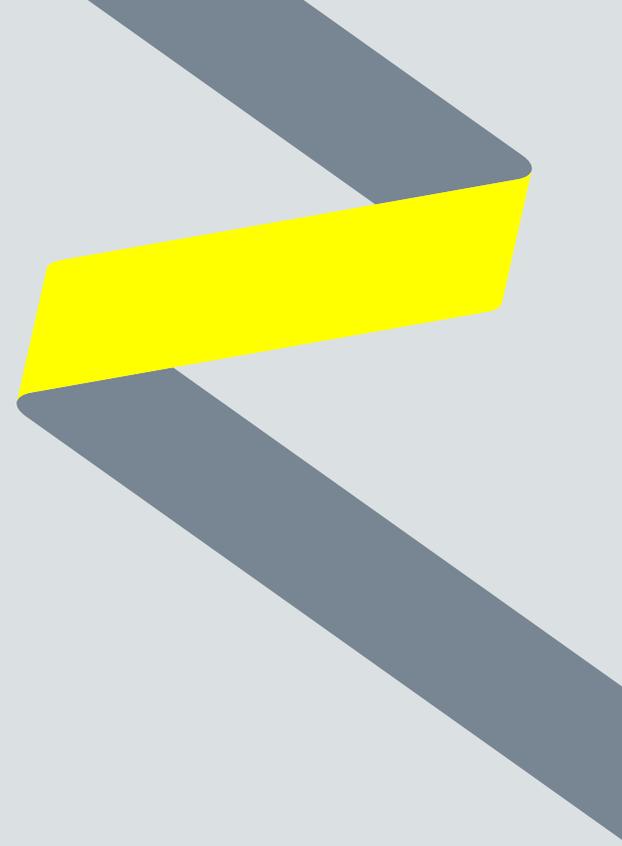
## **EXAMPLES INCLUDE:**

- Complete loss of heat (particularly when exterior temperatures are below -15C);
- Potential gas leak;
- Lack of electricity;
- Loss of water service;
- Sewage disposal blockage;
- Water leak that requires building main water shutoff;
- Compromise to any part of the building structure;
- or any situation which, renders the home uninhabitable for health or safety reasons.

Note that emergency situations due to the failure of a municipality or utility to provide the service are not within the builder's control.

Please be advised non-functioning air conditioning is not considered an emergency item. During any emergency situation, it is important that you provide your Condominium Manager and their tradespeople access to your home.

# APPLIANCES & WARRANTIES



# TARION WARRANTY SERVICES

Tarion statutory warranties begin on the date of occupancy, which may be different than the Closing Date.

Tarion is a non-profit agency established to protect the rights of new home buyers and regulate new home vendors and builders according to the terms of Ontario New Home Warranties Plan Act (the "Act"). Not only does the Act require builders in Ontario to provide new home warranty coverage, but they must also be registered with Tarion and enroll every new home prior to the start of construction. Tarion is also responsible for administering a guarantee fund to resolve warrantable disputes where builders fail to honour the statutory warranties, and for enforcing the overall terms of the Act.

Moving into your new home is an exciting and busy time, however, it is important that you set aside some time to carefully read through and understand your rights and responsibilities when it comes to your new home's warranties. You will need to know about your home's statutory warranties, the responsibilities of both you and your builder, and how Tarion handles statutory warranty claims.

## **WARRANTY ENFORCEMENT**

Tarion works with homeowners and builders to help resolve disputes involving statutory warranty coverage where the parties are unable to resolve the matter directly. Be sure to file your Statutory Warranty Forms on time. Tarion warranties do not extend to manufacturer defects or appliance service issues.

## **THIRTY (30)-DAY FORM**

The Thirty (30)-Day Form is used to notify the builder of any outstanding warranty items during the first thirty (30) days of possession of your new home. When the deadline date ends on a holiday or weekend, the deadline is extended to the next business day.

We recommend that you fill out and submit a Thirty (30)-Day Form on or about the 25th day after your home's date of possession. On this Form, you may include items that were listed on your Pre-Delivery Inspection Form that have not yet been addressed, as well as new items that you have discovered since your interim occupancy date.

Note that these forms must be properly submitted on time, and only one Thirty (30)-Day Form may be submitted per unit.

## **YEAR-END FORM**

The Year-End Form is used to notify Tarion of outstanding warranty items the last thirty (30) days of the first year of possession of your new home (with the submission deadline being one (1) day prior to the one-year anniversary of your home's date of possession). If the year-end expiration were to fall on a Sunday, the submission period is extended to the next business day.

You may submit only one Year-End Form per unit, so be sure it is complete. Tarion will only accept and act on the first Year-End Form that is been properly submitted on time.

# TARION WARRANTY SERVICES

## MANAGING YOUR WARRANTY ONLINE

You may register with Tarion's MyHome online portal to efficiently monitor your warranties. This will allow you to:

- Manage all your warranty information in one place;
- Submit personalized warranty forms online;
- Receive e-mail alerts for important warranty deadlines;
- Receive e-correspondence from Tarion instead of paper; and
- Access the Homeowner Information Package.

If you are unsure about your rights under your purchase agreement or the Act, you may wish to seek the advice of a lawyer.

If you have any questions that you cannot find answers to on Tarion's website, call 1-877-TARION (1-877-982-7466)

## TEMPORARY CUSTOMER CARE OFFICE

Your Sales and Customer Relations Manager is the person who will help you navigate the months leading up to and following your move in date. They will be able to assist with Tarion warranty related inquiries for the builder.

102-320 Miwàte Private

Ottawa, ON, K1R 0E1

613-518-0344

service@zibi.ca

Hours: Monday – Friday 9 a.m. to 5 p.m.

# TARION WARRANTY SERVICES

## WARRANTY EXCLUSIONS

### CONDITIONS NOT COVERED UNDER WARRANTY

It is important for homeowners to understand what is not covered by the statutory warranty. The Tarion legislation sets out the following exclusions from warranty coverage:

- Defects in materials, design and work supplied by the homeowner;
- Secondary damage caused by defects under warranty, such as property damage and personal injury;
- Normal wear and tear;
- Normal shrinkage of materials caused by drying after construction;
- Damage caused by dampness or condensation due to failure by the homeowner to maintain adequate ventilation or proper operation of moisture-producing devices such as humidifiers;
- Damage caused by the homeowner or visitors;
- Alterations, deletions or additions made by the homeowner;
- Settling of land around the building or along utility lines, other than beneath the footings for the building;
- Damage resulting from acts of God;
- Contractual warranties which lie outside the Ontario New Home Warranties Plan Act;
- Damage caused by insects or rodents, except where construction does not meet specifications of the Ontario Building Code;
- Damage caused by municipal services or other utilities; and
- Surface defects in work and materials specified and accepted in writing by the homeowner at the date of possession.

### WHAT TO LOOK FOR, WHAT TO REPORT, WHEN AND TO WHOM:

Your home has been built to meet or exceed the standards of quality in materials and workmanship set out by the Ontario Building Code. Over the course of the first year of any new building, a certain amount of shrinkage of building materials is expected as well as settling. There may be some cracking of drywall due to building material shrinkage or components adjusting and responding to their new environment. As well, there may be other items that you may notice, but do not constitute a hazard or in any way interfere with the enjoyment of your home.

For your own peace of mind and convenience, it is important to report problems at the appropriate time. Some items should be considered emergencies that should be dealt with immediately. Others may require prompt attention, but can wait until regular business hours. Lastly there are those items to be noted for the Thirty (30)-Day Form or Year-End Form. On the next page are examples of each type of problem and the appropriate response.

# ELECTRICAL

## BREAKER PANEL

The panel is located in your suite. The panel provides power to your suite and several circuit breakers. Each breaker provides power to a specific area, or item with the suite. The breakers are labeled so that you will be able to quickly determine which area each one applies to.

If you overload one of the electrical outlets, the breaker will "trip".

To restore power, follow the procedure below:

1. **Locate the breaker** that has tripped on the breaker panel. A tripped breaker will be set in the middle position.
2. **Unplug** everything that was plugged in the outlet serviced by that particular breaker.
3. **Turn the breaker to the off position**, and then turn it back on. This will reset it and power should be restored to the outlet.

## GROUND FAULT CIRCUIT INTERRUPTER (G.F.C.I.)

The Ground Fault Circuit Interrupter is a safety feature that is required under the electrical safety code. Its function is to interrupt the electrical power in the event of exposure to water and to protect against accidental shock.

To test the G.F.C.I., follow the instructions below:

1. **Preparation:** Ensure that power is available as the circuit breaker must be on to conduct the test. The RESET button should always be pushed in.
2. **Testing:** To test the function of the RESET button, push the TEST button and immediately the RESET button should pop up. If the RESET button does not pop up when the test button is depressed, do not use the G.F.C.I. outlet. Advise the Property Management Office of this test failure.
3. **Restoring Power:** Push the RESET button firmly into the device until a click is heard. Please note: if the G.F.C.I. trips when an appliance is used, the appliance may be defective.

# APPLIANCES & WARRANTIES

## APPLIANCE WARRANTY INFORMATION

All appliances come with manufacturer's warranty, which is handled directly through the appliance distributor Appliance Canada, Procedures to follow in case of a defect with an appliance:

1. Locate the problem and make sure that the appliance is connected properly.
2. Send your complete coordinates (name, address and phone number) with a brief description of the problem at the following address Marina Chirico [mchirico@appliancecanada.com](mailto:mchirico@appliancecanada.com) or by phone 905-660-2424 ext. 2318.

When speaking with your service representative, you will be asked for the following information:

- Name
- Address
- Appliance that requires servicing
- Nature of the concern
- Brand appliance
- Date of purchase/possession
- Model number/serial number (the model and serial numbers are located beside each other on a sticker/plate on each appliance)

Please refer to your appliance manuals for further information on any repairs or warranty service required. The standard appliances are listed below:

### REFRIGERATOR

Standard 24" Whirlpool Bottom-Mount URB551WNGZ  
Standard 30" Whirlpool Bottom-Mount WRB119WFBM

### ELECTRIC RANGE

Standard 24" Whirlpool YWFE50M4HS  
Standard 30" Whirlpool YWFE510S0HS

### RANGE HOOD

Standard 24" Cyclone PRO Collection SC322  
Standard 30" Cyclone PRO Collection SC322

### DISHWASHER

Standard 24" Whirlpool WDF518SAHM  
Standard 30" Whirlpool WDF560SAFM

### WASHER

Standard 24" Blomberg Front Load WM77120  
Standard 30" Whirlpool Front Load WFW5620HW

### DRYER

Standard 24" Blomberg DV17542  
Standard 30" Whirlpool Front Load YWED5620HW

### MICROWAVE

Whirlpool Countertop Microwave Oven WMC11009AS

# APPLIANCES & WARRANTIES

## SPECIAL OPERATING INSTRUCTIONS

### WASHER

Washer sizes and types may vary depending on suite selections made by the homeowner. The standard 24" Washer is a Blomberg front load washer is Energy Star-Qualified with 1.95 cu ft. capacity. The standard 30" Washer is a Whirlpool front load washer is Energy Star-Qualified with 5.2 cu ft. capacity. For more features and instructions, please refer to the manual provided to you in your unit. When you are not using your washing machine, we suggest that you turn the water shut off valves OFF to relieve the pressure on hoses and valves to minimize leakage if a hose or valve should break or rupture. We recommend that the washer hoses be periodically inspected for signs of wear and tear or for possible loose connections. Hoses that break can cause substantial damage not only to your suite but also to suites below.

Do not overload the washer. Load the drum evenly or the washer will vibrate excessively. Do not leave the suite unattended while appliances are operating. A potential leak or electrical short may occur, resulting in a flood or fire. After each use it is recommended to leave the washer door open to dry the drum and door seal. This will reduce potential for mildew build up.

### DRYER

Dryer sizes and types may vary depending on suite selections made by the homeowner. The standard 24" Dryer is a Blomberg front load dryer is Energy Star-Qualified with 3.7 cu ft. capacity. The standard 30" Dryer is a Whirlpool front load dryer is Energy Star-Qualified with 7.4 cu ft. capacity. For more features and instructions, please refer to the manual provided to you in your unit. The two dryer lint screens should be cleaned after every use. We recommend that the area around the drum be inspected for lint build up on a periodic basis. If the lint screen is not cleared you will find that clothes will take a longer period of time to dry properly, with excessive humidity, which may cause damage to the dryer motor and switches. If the humid, moist air remains in the room you may see signs of mildew build up. It is recommended that the laundry closet door remains open during use to maintain ventilation.

# APPLIANCES & WARRANTIES

## INTERIOR FINISHES

### PAINT

Your unit has been painted white on all interior walls with paint that contains low volatile organic compounds.

### CABINETRY

Your kitchen and bathroom cabinets are guaranteed against hidden defects by Laurysen Kitchens for a period of One Full Year from the date of occupancy. Regular cleaning of all doors should be done by wiping with a damp soft cloth and dry immediately with another dry soft cloth.

Do not use detergents, strong soap, abrasive or self-polishing waxes, or cloths such as dishcloths, which may contain remnants of these cleaners.

The interior of your kitchen is coated with a water-resistant topcoat. Water or other liquids over time may cause staining and or bubbling. Prevent this by ensuring that glasses etc. are dry before placing them in the cupboards.

### CAULKING

Caulking is a sealant, which is applied to plumbing fixtures and joints between floor and wall areas, which will be exposed to water. This type of material tends to shrink, dry or crack.

Caulking after the first year is a maintenance item which is the homeowner's responsibility. Once the one-year warranty period has expired, it is the responsibility of the owner to ensure that the caulking around any bathtubs and shower stalls is maintained in good condition. Do not allow the caulking to go unattended as it may result in leakage and damaged walls or ceiling. If re-caulking around a bathtub, we

recommend that you fill the tub with water prior to re-caulking. This will eliminate the possibility of the caulking coming loose when weight is applied.

### TILE

We recommend that you clean the natural stone with warm water. Most stains will wipe away if cleaned within a reasonable amount of time. Stains left for extended amounts of time become much more difficult to clean, and may stain, dull and/or even scratch the surface. We do not recommend any use of chemicals such as abrasive soaps, etc. to clean your natural stone finishes. These chemicals will scratch/dull or may even stain the surface. Avoid using natural or manufactured oils and dyes.

Any natural stones, colour pattern, veining and shading will vary from tile to tile, sometimes even within a single tile. These variations are natural and produce a unique, elegant appearance.

### GROUT

Grout is the material used to fill the joints between tiles on floors and walls. Grout is susceptible to shrinkage, drying or cracking over time, as well as to discoloration depending on the type of cleaning product used. The grout between the tiles and in the corners should be checked for gaps during regular cleaning. Any cavities found should be filled in as soon as possible. Leaving it unattended may result in leakage. After the one-year warranty period, it is the responsibility of the owner to ensure that all grout is maintained in good condition.

# APPLIANCES & WARRANTIES

## INTERIOR FINISHES

### COUNTERTOPS

Countertops are generally heat, stain, and scratch resistant under proper care. However, they should be protected by following these easy steps:

- Hot pots and pans taken directly from the oven or stove element should never be placed directly on the countertop
- Repetitive exposure to extreme heat may damage finish
- Avoid concentrations of water as excessive water standing in the area of the seam may cause glue failure. Please note that the manufacturer does not warrant damage caused by excessive water in the seam area
- Do not use abrasive materials on the countertop as this may scratch or scuff the surface
- Avoid using products containing oils or powders that may leave residue
- Oven/grill cleaners may discolor and should be avoided
- Wipe all spills as quickly as possible. Spills left on the surface for a long period of time may cause residual staining

For further maintenance tips please refer to manufactures care instructions.

### DOORS, FRAMES, TRIMS, AND BASEBOARDS

As construction settles, doors and frames may shift slightly. All deficiencies from such settling will be addressed at the end of the first year and must be reported on your Year-End form.

### DRYWALL

In any new condominium there is a “drying out” period as your new home begins to settle. This may take from six months to the end of the first year depending on the heat and humidity levels in the building and in your unit. Most construction materials contain moisture and a gradual drying out process takes place after construction is completed. The “drying out” of these materials may cause hairline cracks to appear on walls, or at joints between walls and trim. Nail pops may also occur during the first year. These minor natural settling and drying matters will be addressed at the end of the first year and must be reported on your Year-End Form.

# APPLIANCES & WARRANTIES

## INTERIOR FINISHES

### ENGINEERED HARDWOOD FLOORS OR LAMINATE FLOORS

Torlys Everest Premier engineered hardwood and Classic + Collection laminate flooring has multiple layers of wear-resistant, eco-friendly, water-based urethane finish. The pre-finished surface can be easily cleaned and cared for so that you can enjoy your floors for years to come. Regular cleaning with a vacuum cleaner and broom is recommended. Dirt marks can be wiped off with a damp cloth. Prevent standing water at all costs and always remove liquids resting on the floor immediately. Protect the floor against sand and dirt using entrance mats, as both act like sandpaper.

Heavy wet-mopping should be avoided. Excess water can enter the gaps between boards at joints and can cause the floor to expand and can cause damage. Make sure to wipe up any spills immediately. Hard to clean areas can be spot cleaned with a moist towel or rag but be careful not to use too much water or cleaning liquid. Avoid using any cleaning tools that spray cleaner or water onto a surface. These cleaning tools may inject moisture in between the floor joints and cause damage to your floor.

Variations in humidity levels in the living space may cause some creaking and cracking and slight separation of the seams. Excessive humidity should be avoided.

Clean your floors with an engineered floor solvent product, available from your local hardware store. Do not use oil, soap or any cleaning product that mixes with water. Ammonia will damage or dull many surface finishes and should not be used to clean your floor. Never wet mop or clean your engineered floors with water. Do not use any wax or cleaner that must be mixed with water such as oil soap, as this may result in a loss of warranty.

### THE MANUFACTURER RECOMMENDS:

- Avoid excessive wet or damp mopping of the floor.
- Sweeping the floor on a daily basis.
- The use of felt pads or a similar product should be placed under table and chair legs.
- Planted pots should be isolated from the floor surface.
- Spills should be wiped immediately. Avoid high heels or stiletto shoes.

# APPLIANCES & WARRANTIES

## PLUMBING

Each plumbing fixture has a drain trap. This piece of pipe is designed to provide a water barrier that prevents any bacteria and sewer gas odors from entering the suite. Any fixture that is used infrequently should be turned on or flushed at regular intervals to clear the drain and to prevent the seals from drying out.

Waste materials such as grease, fat and petroleum products should not be disposed of down the plumbing system. These materials will accumulate in the piping, especially in the P- traps, and can significantly reduce the flow of water through the waste system. These substances are also very detrimental to the municipal sewage treatment systems and private septic systems.

Water Shut-off Locations:

Your suite is equipped with water shut off valves in the following areas:

Kitchen: located below the sink.

Laundry: located beside the washer and dryer.

Bathroom: located below the sink in each bathroom.

Master shut off: located below kitchen sink

Please be advised, location may vary for certain layouts. You will be shown the location at time of PDI.

### NOTE:

The water valves are shut off at time of your Pre-Delivery Inspection appointment. The water should be turned off at all water sources in your suite, when you are away for a prolonged period of time. To shut off water, open the cabinet below your kitchen sink and you will see hot and cold-water valves – turn these off. Water should stop flowing after one or two minutes. In order to avoid seizing of these valves, turn the valves on and off at least three times annually.

In case of a plumbing emergency, every member of your household should know the location of these valves.

# APPLIANCES & WARRANTIES

## PLUMBING

### STAINLESS STEEL SINKS

Stainless Steel Sinks should be cleaned with a mild product specifically designed to be used on stainless steel. Avoid steel wool as they will leave small bits of metal lodged in the sink and will cause rust spots to show. The sink does not rust. We don't recommend that you use chlorine bleach in your stainless-steel sink, as chlorine will attack the protective layer that makes stainless steel truly stainless. Use of antibacterial soaps may cause discoloration of the surface if the sink is not rinsed thoroughly after use.

The best form of maintenance is frequent, regular cleanings. A little bit of cleaning on a regular basis is preferable to a major cleaning on a sporadic basis. The best method of preventative maintenance is to ensure that the sink is clean, dry and exposed to room atmosphere when not in use.

Rinse and towel dry the sink after each use in order to minimize major cleanups, keeping it shiny and relatively free of water spots. This is particularly appropriate where water may have a high mineral content. Keep the sink fixture free of any standing water, which may build up mineral deposits. Should a mineral deposit build up over time, use a weak solution of vinegar and water to remove the deposit, followed by flushing the surface with water.

### BATHTUBS, SINKS, AND SHOWERS

Bathtubs and showers are usually made of a variety of materials including china, porcelain enamel or fiberglass reinforced with plastic or acrylic. Bathroom sinks are usually made of china, porcelain enamel marble resin or acrylic. Kitchen sinks are made of stainless steel.

### FAUCETS

The faucets in your home are of superior quality. The aerator, the filter found at the mouth of the faucet is installed to control water flow and to eliminate splashing. Aerators should be cleaned regularly. To clean the aerator, unscrew it from the mouth of the faucet, remove any deposits, rinse the screen and replace.

The surfaces of the plumbing fixtures are susceptible to damage from abrasive cleaners. Use of abrasive products and steel wool pads should be avoided as these products will cause the finish of the fixture to become dull and porous. Refer to the manufacturer's recommended maintenance procedures for specific information relating to your products.

From paint stripper to nail polish remover, household solvents are all too common throughout every home. A solvent is a substance that dissolves another substance forming a solution. Solvents that contain carbon are known as organic solvents and can contain chemicals considered hazardous as they may be flammable and toxic.

Some household maintenance and cleaning products contain organic solvents such as petroleum distillates. These are sometimes used to dissolve difficult stains or greases on certain materials that may be damaged by water-based cleaners. Plumbing fixtures are intended for normal household use only. Caustic products should not be disposed of in the household fixtures.

# APPLIANCES & WARRANTIES

## PLUMBING: TOILETS

Each suite is equipped with an elongated high efficiency water saving toilet, at 3L a flush, this toilet is LEED and One Planet compliant.

Toilets are susceptible to blockage if anything other than human waste and a reasonable amount of toilet paper is flushed. Dense tissue paper and some thick toilet papers are unsuitable for these toilets. Never dispose of hair, grease, lint, diapers, sanitary products, "Q-tips" or plastic in the toilet. Please note this is excluded from Tarion warranty coverage. These toilets are installed with a rubber gasket at the floor flange, which seals the toilet bowl and the drain pipe. Infrequent flushing may lead the water to evaporate in the toilet bowl.

### TOILET PLUMBING AND DRAINS TIP:

#### **The toilet is clogged.**

This may mean that you have to flush a few times or need to plunge.

#### **The toilet is making a 'burping' noise.**

Toilets are designed so that an air bubble is released from the jet in the bottom of the toilet bowl. This air bubble is part of the design and it will not hinder the performance of the toilet in any way.

#### **What cleaners do I use to clean my toilet?**

Wash it with mild soapy water, rinse thoroughly with clear water and dry with a soft cloth. Avoid detergents, disinfectants, or cleaning products in aerosol cans. Do not use abrasive scouring powders or abrasive pads on your toilet seat. Some bathroom chemicals and cosmetics may damage the seat's finish.

The manufacturer does not recommend the use of chlorine blocks or bluing agents in your tank as it may warp any rubber components (such as the flapper or the gasket between the flush valve and the china) and may cause plastic components to peel. We recommend the use of Ecologo labeled products.

### DO'S

Do flush an appropriate amount of toilet paper.

Do clean the bowl regularly using vinegar.

Use chemical cleaners sparingly, especially if you have metal pipes.

### DON'TS

Do not flush biodegradable products, chemicals, feminine products, grease, oil, paper towel, Q-tips, tooth floss, toothpicks.

Do not use chlorine or blue pucks.

Do not use soap in toilet bowl water.

Do not wash coffee grounds down the toilet or sink. Throw them out.

If water continuously runs into the toilet bowl from the tank, there may be a poor seal at the flapper valve at the base of the tank. A worn flapper valve would require replacement. Water dripping from the base of the toilet tank is likely due to condensation on the tank versus a leak of any connections. High interior humidity levels will result in condensation on the cold surface of the toilet tank as the tank is refilled with cold water.

# APPLIANCES & WARRANTIES

## WINDOWS AND GLASS

In accordance with the Ontario Building Code, all of the windows in your suite will only open four inches. This safety feature helps to prevent large items falling from the windows. Glass breakage for reasons other than seal failures and pressure cracks is not covered under the manufacturer's warranty. Please refer to the manufacturer manual for use and care of your windows.

The effectiveness of the window system relies on the individual occupant cleaning both the track and seals to maintain an airtight seal; this will keep out the elements. It is imperative that when away from your suite, the window is closed. If left open, moisture could penetrate the interior wall and potentially damage your walls.

Most window designs incorporate a drainage track at the bottom of the window to collect any condensation that runs off of the glazing. These tracks will have weep holes to the outside to drain this moisture. These holes must be kept clean and can be maintained.

# CLIMATE CONTROL



# CLIMATE CONTROL

One of the most common complaints in a new building is condensation and excessive moisture on windows and on windowsills.

Condensation and excessive moisture occurs when the moisture content in the air is above normal. The material used in building your home contained gallons of water. This water comes out of the walls and floors through evaporation and raises the moisture content during the first winter of occupation. The air can only hold a limited amount of water vapor at a given temperature. Thus, when moist warm air reaches a colder surface, like a window pane, condensation forms on the glass.

There are several ways to help control and reduce the occurrence of condensation in your new home:

- Always remember to turn your exhaust fan on when bathing or showering.
- Interior doors should be kept open to provide adequate air circulation.
- Do not over water household plants, as excessive moisture from your plants will cause condensation.
- Leave the fan running on the Fan Coil Unit to help air circulation.

For more information, please refer to Canada Mortgage and Housing Corporation's "Moisture and Air" information guide.

## **HEATING, VENTILATION, AND AIR CONDITIONING (HVAC)**

Your suite is equipped with a Fan Coil Unit. This unit consists of a coil that contains heated water or chilled water, depending on the exterior temperature, and a fan. When the wall mounted digital thermostat indicates demand, the fan blows air through the coil to deliver heating or cooling to your suite. The thermostat has the following switches that allow you to manually adjust your settings to suit your needs.



## FAN COIL CONTROLLER

### USER MANUAL

2020-05-28



Wall controller

**COMFORT MODE**

The system includes three automatic schedules (**Home, Away and Sleep**) based on the time of day.

It also includes an automatic **Vacation mode** based on the day of the year as well as a manual **Eco mode**.

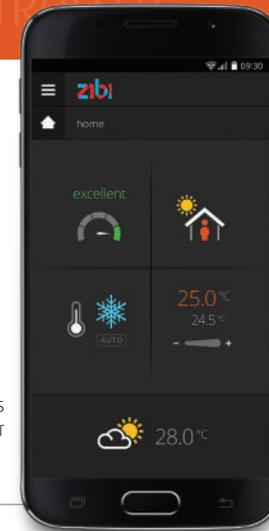
**GENERAL INFORMATION**

Your temperature control system is an automated device that will maintain your selected temperature setpoint.

The wall controller displays the system's main information and allows you to select the most common functions.

The controller application, on a mobile device or through an Internet browser gives you access to advanced features.

Mobile Apps controller



2

WALL	MOBILE	
		<b>HOME</b> Settings for when you are at home and awake
		<b>AWAY</b> Settings for when you are not at home
		<b>SLEEP</b> Settings for when you are sleeping
		<b>ECO / VACATION</b>   Settings for when you want to keep the temperature from falling below the minimum setting or exceeding the maximum setting. Generally used to save energy when you are away on vacation or if you want to open windows and prevent the system from operating unnecessarily.

## WALL CONTROLLER

## MOBILE APPS CONTROLLER

### CONTROLS



Press to switch the system to **Eco mode**. The system will stay in this mode until you release it.



Press to override the system in **Home mode**. The system will stay in this mode until the next schedule or if you press it again.



Press to select which information is shown at the bottom of the display: If applicable (Setpoint, humidity, outdoor temperature...)



Press to turn the system on or off. (OFF · AUTO)  
Only one of **cooling** or **heating mode** will be available. This is determined by the building's automation system based on the aggregate demand of all suites in your zone.



Press to select the automatic mode or one of the preset speeds of the fan. The number of speeds depends on the model.



Press the **-** to decrease the desired temperature setpoint by increments of 0.5°C or the **+** to increase it.

3

# WALL CONTROLLER

# MOBILE APPS CONTROLLER

## HOME SCREEN



### A COMFORT MODE

	HOME
	AWAY
	SLEEP
	ECO / VACATION

### B HEATING OR COOLING MODE

	<b>HEATING</b>   A heating icon indicates that your system is operating in <b>Heating mode</b> .
	<b>AUXILIARY HEATING (System malfunction)</b>   The AUX icon indicates a system malfunction. This means the auxiliary heating system is operating in order to prevent freezing. This feature is not available on this model.
	<b>COOLING</b>   A cooling icon indicates that your system is operating in <b>Cooling mode</b> .

### C FAN MODE

	<b>AUTOMATIC MODE</b>   The AUTO icon beside the fan indicates that the fan is configured in <b>Automatic mode</b> . The fan will run only when heating or cooling is required
	<b>CONTINUOUS MODE</b>   When the AUTO icon is not displayed, this indicates that the fan is configured in <b>Continuous mode</b> . When neither heating or cooling is required, the fan will still run at a minimum speed (preset choices) to maintain air circulation in the room. The number of speeds depends on the model.  The waves to the right of the fan icon indicate the chosen speed of the fan.

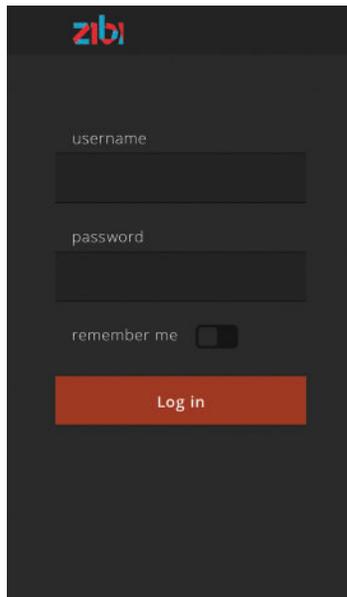
4

## LOGIN

You can access the application by mobile or on the Web site.

To obtain your personal information required for the login, contact your building manager.

5



The image shows a mobile application login screen with a dark background. At the top left is the 'zibi' logo in red and white. Below it are three input fields: 'username', 'password', and 'remember me' with a toggle switch. At the bottom is a red 'Log in' button.

To begin using the mobile application, enter your personal information.

Select **Remember me** to log in automatically the next time you use the application.



The image shows a web application login screen with a white background and a red header. It says 'Welcome to enteliWEB™'. Below that are two input fields: 'Username' and 'Password'. At the bottom is a red button with a white right-pointing arrow.

To begin using the Web application, access to the Web page at

<https://zcu.zibi.ca/enteliweb>

and enter your personal information.

HOME PAGE

**A ENERGY SAVING EFFICIENCY**

**INFORMATION DISPLAYED**  
Your energy performance compared to the average performance of the building

**FUNCTION**  
Tap to view more information about your energy consumption

**B HEATING OR COOLING**

**INFORMATION DISPLAYED**  
Current Heating or Cooling mode

**FUNCTION**  
Tap to turn the system on or off.

**C SCHEDULE MODE OVERRIDE**

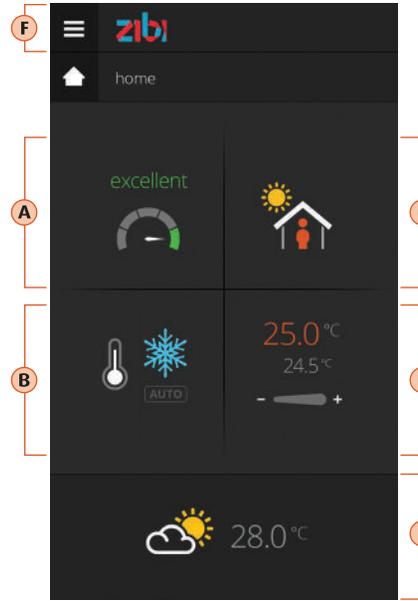
**INFORMATION DISPLAYED**  
Current **comfort mode**

**FUNCTION**  
Tap to select the desired **Comfort mode** override.

**D ROOM TEMPERATURE**

**INFORMATION DISPLAYED**  
Room temperature and current setpoint

**FUNCTION**  
Tap to modify the current setpoint (will be reinitialized at the next schedule change).



**E OUTSIDE TEMPERATURE**

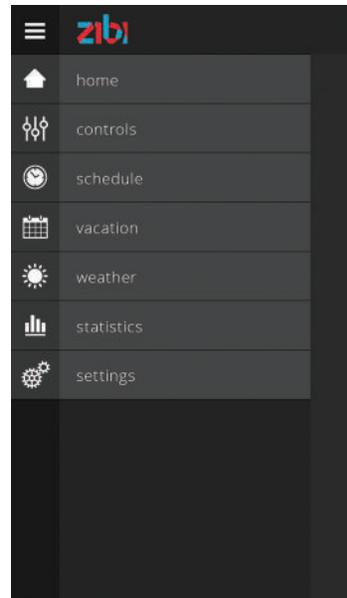
**INFORMATION DISPLAYED**  
Current weather conditions

**FUNCTION**  
Tap to view more weather information.

**F MENU**

Tap to select more options.

## MENU PAGE



**HOME** | For current information on Comfort mode, room temperature, energy saving efficiency and weather conditions



**CONTROLS** | To modify the temperature setpoint in each Comfort mode



**SCHEDULE** | To adapt your system to your lifestyle



**VACATION** | To set a time period during which you will be away from your home



**WEATHER** | For a quick overview of short-term weather forecasts.



**STATISTICS** | To view more information about your energy consumption



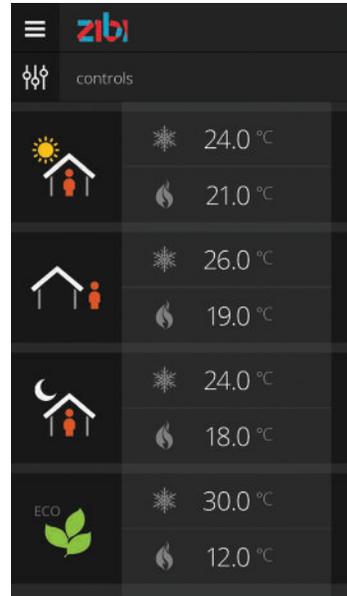
**SETTINGS** | To change some settings

7

## CONTROLS PAGE

Your heating and cooling needs change depending on the time of day or the day of the week. For instance, when you are away from your home in the summer, you don't need to maintain a rigid temperature control. To boost your energy savings, you can modify your desired cooling setpoint and let the temperature rise to a maximum value.

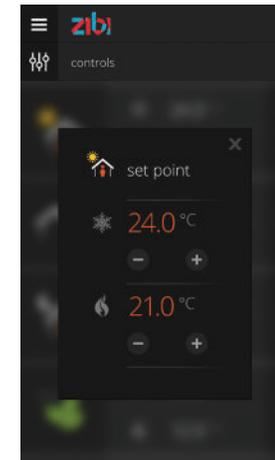
The **Eco mode** is generally used for energy savings when you go away on vacation or if you want to open the windows and prevent the system from operating unnecessarily. The setting is generally either very low or very high in order to prevent freezing or overheating.



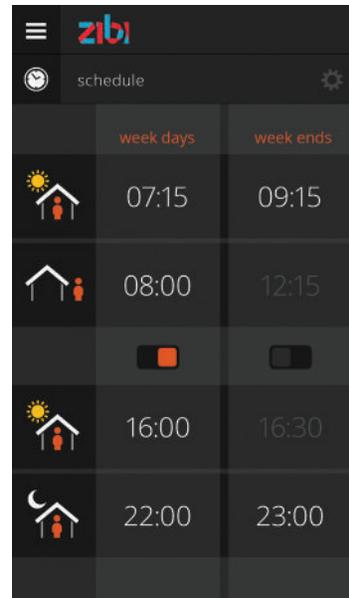
## TEMPERATURE SETTING PAGE

8

- 1 Tap the ❄️ or 🔥 in the desired **Comfort mode** to enter the **Temperature setting page**.
- 2 Tap the **-** to decrease the desired temperature setpoint or the **+** to increase it.
- 3 Tap the **X** to return to the **Controls page**.



## SCHEDULE PAGE



This versatile system can be adapted to your lifestyle in that it allows you to choose between two types of days of the week (by default: weekday and weekend day).

Each can be set for either two or four periods during the day. For instance, if you normally stay home on the weekend, you can disable the four-period schedule and maintain the **Home comfort** setpoint until you go to bed.

Toggle between the desired period configurations

#### 4 PERIOD SCHEDULE

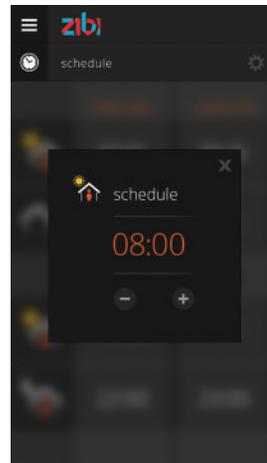
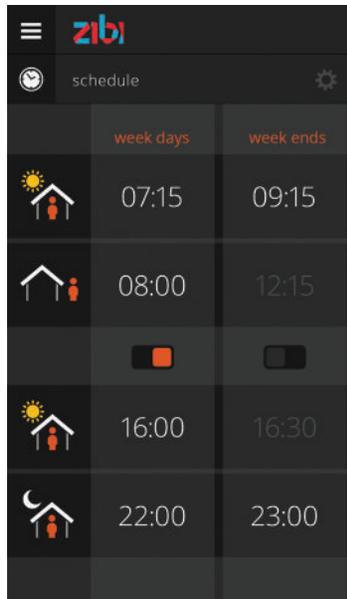
- ▶ Wake up
- ▶ Leave
- ▶ Return
- ▶ Sleep

#### 2 PERIOD SCHEDULE

- ▶ Wake up
- ▶ Sleep

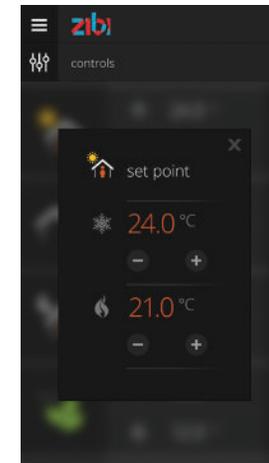
9

## SCHEDULE PAGE



## TIME SETTING PAGE

- 1 For each **Comfort mode**, tap the time to modify the start time.
- 2 Tap the **-** or the **+** to set the start time.
- 3 Tap the **X** to return to the **Schedule** page.



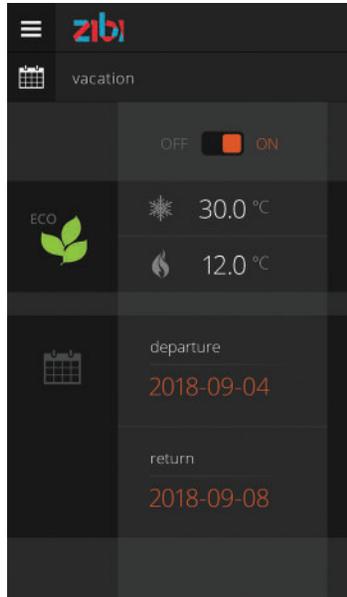
## DAY SETTING PAGE

- 1 Tap the **⚙️** to enter the **Day setting** page.
- 2 Toggle each day between week and week-end to adapt the type of day to your lifestyle.
- 3 Tap the **X** to return to the **Schedule** page.

Some people work on weekends and are at home during the week.

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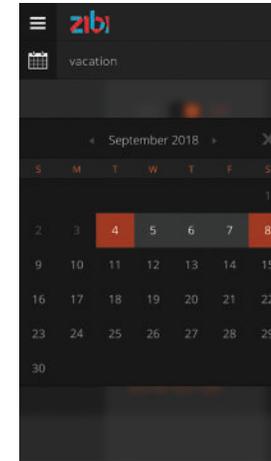
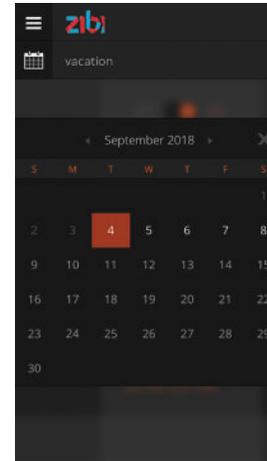
## VACATION PAGE



The Vacation page allows you to pre-set a schedule for a period of time when you will be away from your home. By activating this feature, the system will automatically switch to Eco/Vacation mode on your departure date and return to the normal schedule when you return home. This will help you save energy.

## VACATION PAGE

- 1 Toggle ON, to activate the Vacation mode.
- 2 Tap the ❄️ or 🔥 field to change temperature in Eco mode.
- 3 Tap a date to set the days of the vacation period.



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## CALENDAR PAGE

- 1 Choose your departure day and your return day on calendar. The entire vacation period will be selected.
- 2 Tap the ✕ to return to the Vacation page.
- 3 On Vacation page, the departure and return days will be displayed.

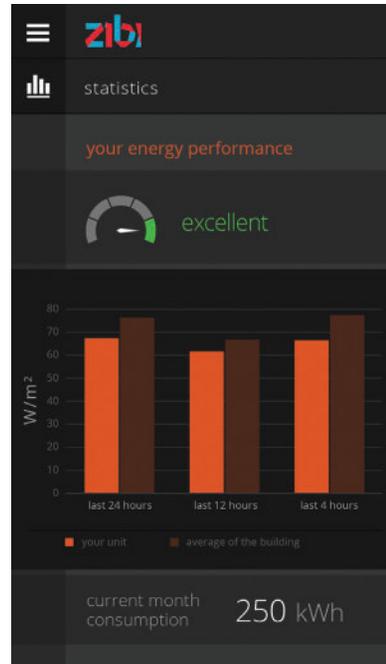
## WEATHER PAGE



The Weather page provides a quick overview of short-term weather forecasts.

12

## STATISTICS PAGE



The **Statistics page** provides your energy performance compared to the average performance of the building.

13

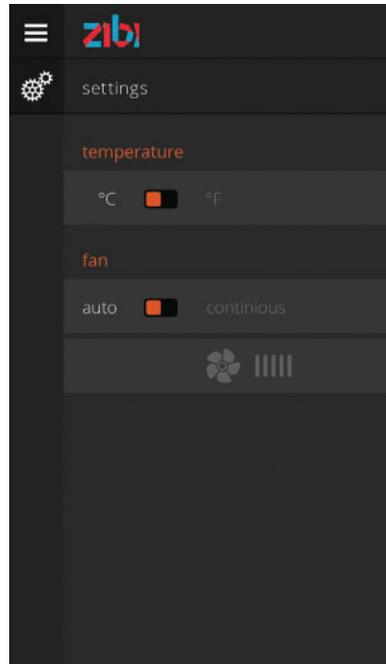
**It shows:**

Your **energy saving efficiency** among the following 5 levels : poor, bad, ok, good and excellent.

Your **energy performance in  $W/m^2$**  compared to the average of the other units of the building, for the last 4 hours, 12 hours and 24 hours.

Your **consumption in kWh** of the current month.

## SETTINGS PAGE



The **Setting page** allows you to make some changes to the settings.

14

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**TEMPERATURE**

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Toggle between °C or °F.

---

---

**FAN MODE**

---

Toggle between **Automatic mode** or **Continuous mode**.

---

In **Automatic mode**, the fan will operate only when heating or cooling is requested.

---

In **Continuous mode**, when neither heating or cooling is required, the fan will still run at a minimum speed (preset choices) to maintain air circulation in the room. The number of speeds depends on the model.

Tap the fan icon to choose one of the preset speeds available.

---

# CLIMATE CONTROL

## VENTILATION

Each suite at Kanaal has an Energy Recovery Ventilator (ERV) coupled to the heating and cooling air distribution system. The ERV exhausts air from the washroom, and brings fresh air into the suite. Each suite has been constructed as its own compartment for air, and does not rely on air infiltration from the corridor. The volume of fresh air over a time period (ventilation rate) is set by code in Ontario, and the ERV is sized to meet this minimum amount at its lowest setting. In the washrooms, a booster switch turns the ERV to a higher flow rate for a set period of time, increasing the amount of both exhaust and supply air. Using this booster switch is an effective way to increase the ventilation rate in your suite. An ERV is an energy savings device as it allows the heating energy from/to an outgoing stream of air to transfer to/from an incoming stream of air without mixing the actual air. In winter, this allows outgoing air to pre-heat incoming air, and in the summer, it allows outgoing air to pre-cool incoming air.

Ventilation rates are highly correlated with humidity levels in the suite. Based on typical occupancy, the suites at Kanaal have been constructed to not require dehumidification or humidification because the normal activities within the suite introduce enough moisture into the air and the ventilation rates are set to exhaust sufficiently. However, lifestyle differences may introduce higher or lower levels of humidity. Kitchen ventilation fans, clothes driers, and second washrooms are ducted directly to the exterior and do not go through the ERV. Using the kitchen fans or second washroom fans for periods of time when there is a lot of water vapour or odours is an effective way to remove excess moisture from the suite, but will increase energy use.

Windows are also an effective means of ventilation and depending on weather conditions, thoroughly airing out the home for 15 minutes a day may suffice. In addition, opening a window near the source of moisture while the exhaust fan is in operation will allow for cross ventilation and more effective moisture and odor removal.

If high humidity levels occur inside your new home during periods of very cold weather, condensation and frost on the inside face of the windows will occur. This is a ventilation issue and is not a fault with the window. Condensation can result in the growth of mold on the window frame that can be controlled with a mild solution of bleach and water.

If you are experiencing condensation on your windows, below are a few effective and efficient ways to reduce the condensation in your home:

- Use exhaust fans while cooking.
- Use bathroom exhaust fans while having a bath or shower.
- Open the blinds and drapes throughout the day to allow for air circulation on windows. Move furniture roughly 12-16 inches from windows and heaters.

Low humidity levels can also occur in the suites in winter when humidity levels outside are extremely low, especially during periods of low-occupancy in the suite. If away for an extended period, it is best to program your thermostat to indicate that the suite is vacant. Programming within the ERV will ensure that it runs at lowest possible level, even switching off for periods of time in the winter if the suite becomes too dry. Other means of increasing humidity in winter are to limit the use of the kitchen exhaust or second bathroom exhaust or introduce a small portable humidifier. Careful attention should be paid to ensure the space is not over-humidified as evidenced by condensation or frost on the windows.

For specific operating and maintenance requirements of the ERV, see the operator's manual. For operating and maintenance requirements for the other fans, please see the next section.

# CLIMATE CONTROL

## **RANGE HOODS AND EXHAUST FANS**

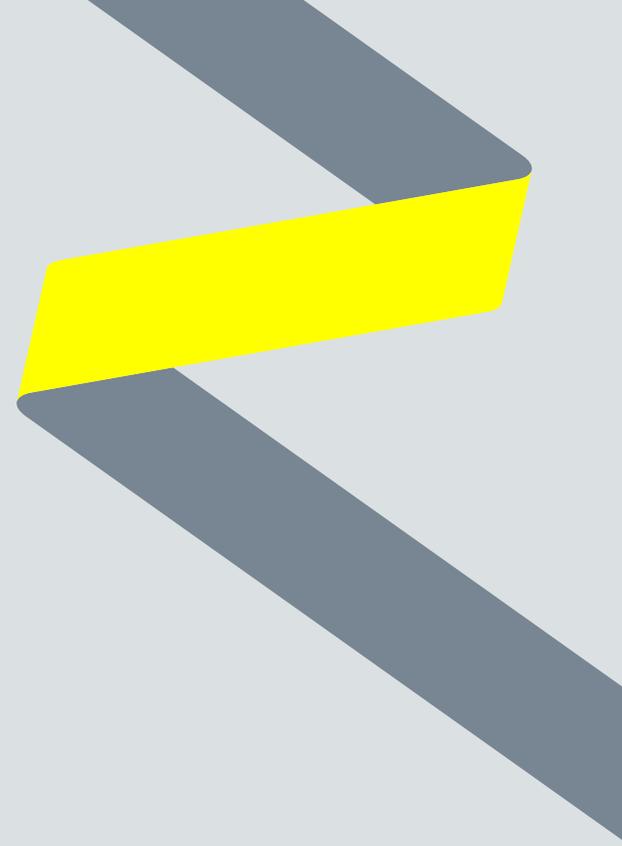
Range hoods and exhaust fans are provided to reduce or eliminate cooking odors and excess moisture. For efficient operation and to reduce potential fire hazards created by grease accumulation, filters should be washed frequently. Exhaust fans eliminate moisture from the suite. The exhaust fans are located in the kitchen, bathrooms and laundry dryer.

The kitchen exhaust fan must be switched on whenever you are cooking. The fan has a removable filter, which should be removed once a month and soaked in detergent and rinsed. A kitchen fan and filter requires cleaning. The frequency of cleaning required will depend on how often the range is used and what type of cooking is done. The filter is made of a steel mesh that performs best when clean. It is easily removed and cleaned by soaking in warm water with regular detergent. It is also recommended to clean the fan and housing as well.

The bathroom fan must be used whenever using the bathroom and showering. The switch to operate the fan is located near the light. Certain model types may have a dual fan system that operates with one motor controlled by one switch as per building plans and specifications.

Bathroom fan(s) installed in your home are intended to be an integral part of your home's ventilation system. A manual switch will control one fan. Some switches can be overridden by the de-humidistat controller when the humidity level in the home is higher than the setting on the controller. The fan(s) should be cleaned seasonally by removing the dust and dirt that has built up on the fan blades and grill.

# PROPERTY MANAGEMENT



# PROPERTY MANAGEMENT

The Condominium Manager is responsible for the administration and management of the building's common element systems. The hours of operation are Monday to Thursday 9:00 am to 4:00 pm Friday 9:00 am to 12:00 noon. Mailing address: 2339 Ogilvie Road, Box 46104, Ottawa, ON K1J 9M7.

## RESIDENT UNDERGROUND PARKING

To access resident parking levels from the entrance to your designated parking unit, simply press the appropriate button on the garage door opener. If your access opener is not working, please contact the Condominium Manager during regular business hours.

Please immediately notify your Condominium Manager by email at [kanaal@desservicesinc.com](mailto:kanaal@desservicesinc.com) if your FOB is lost or stolen.

## VISITOR PARKING

Paid public parking can be found through the shared entrance to the underground parking garage of Kanaal. No motor vehicle or any other kind of vehicle or machinery except maintenance equipment may be driven on any part of the Condominium's parking areas.

Idling or standing is strictly prohibited in the following areas:

1. Condominium entrances
2. Designated pick-up/delivery areas of the Condominium

Vehicles parked in these areas will be ticketed and/or towed away without prior notice at the owners' risk and expense.

## CAMERA SURVEILLANCE

All activities are recorded on a 24-hour basis at main entrances and parking lobbies around the building.

## ENTERPHONE SYSTEM

Visitors at the front entrance can reach you on your telephone by dialing the coded security number associated with your suite, listed in the EnterPhone directory. Please note that the EnterPhone system can be connected to a landline or a cellphone.

To permit access, press 9 on your telephone. To deny access, simply hang up. A double tone will be heard if a visitor is trying to reach you while you are on the phone (providing you have call waiting service). To place the outside call on hold, press the flash button; this will connect you with the visitor. Press 9 to permit access and then press the flash button to return to your call. To deny access simply press the flash button to return to your call, do not press 9.

## POLICIES

Building staff and / or the Condominium Manager will never accept of any parcels, registered and couriered mail and perishable items on the homeowner's behalf.

# ACCESS TO BUILDING



# ACCESS TO BUILDING

## **BICYCLE PARKING**

These spaces are for the temporary parking of bicycles on a first come first serve basis and subject to Condominium rules. No bicycle is to be stored other than in the designated bicycle/storage areas in the underground level. Bicycle parking spaces are available for residents of the Condominium. Bicycles are not permitted to be transported in the passenger elevators

## **STORAGE UNITS**

Storage Units located in the underground garage are not climate controlled. These units may experience fluctuations in temperature and/or humidity. Residents are advised not to store any items that are sensitive to temperature or humidity in their Storage Unit. No food or other perishable items are permitted. Bicycles should be stored in the Bicycle Storage unit and personal items should be properly wrapped and protected from fluctuations in temperature.

## **ELEVATOR**

Access to the elevator is available to the 1st through 5th floors and to the parking condominium. Arrangement for use of the elevator both for before and after the initial move-in must be coordinated through the Condominium Management Office.

## **MOVING HOURS**

Reservations are to be made in writing by email to [kanaal@desservicesinc.com](mailto:kanaal@desservicesinc.com) at least forty-eight (48) hours in advance, during business hours, and are on a first-come, first-served basis. One-and-a-half-hour time slots are available.

## **MAIL ROOM AND MAIL DELIVERY**

Individual mailboxes have been installed in the main lobby mailroom. The 2 keys to your pre-assigned mailbox are provided in your completion package. Be sure to let Canada Post know that you are moving.

## THE CIVIC ADDRESS FOR KANAAL CONDOMINIUM

Your Suite Number - 320 Miwàte Private  
Ottawa, ON  
K1R 0E1

# ACCESS TO BUILDING

## GARBAGE DISPOSAL, RECYCLING, AND COMPOSTING

Garbage disposal rooms are located in the underground garage. You are living in a One Planet Community, as such effective waste diversion is an essential part of everyday life. To facilitate effective waste diversion, you have been provided with waste separation bins to be used to carry your waste to the waste disposal room located in the underground garage.

Waste at Kanaal will be collected by a private waste hauler, which collects organic residential waste, paper, and plastic recyclables. It is your responsibility to bring your waste down to the waste room, to separate as per the bins provided and to keep the area clean.

Zibi encourages homeowners to donate any materials that will go unused after any unit renovations to organizations such as Habitat for Humanity.

### FACTS ABOUT HOUSEHOLD WASTE AND CONTAMINATION OF HOUSEHOLD WASTE:

- Ontario residents generate a lot of food and organic waste. In fact, each Ontarian generates in general 1 tonne of waste every year! It is equivalent to filling up the Rogers Centre in Toronto nearly 5 times. It comes from our homes, our offices, our businesses. And all too often, it ends up in a landfill, creating greenhouse gas pollution as it breaks down. In fact, 4% of Ontario's greenhouse gas emissions come from waste.
- Landfilled organic materials emit methane, which is 25x more harmful to our climate than CO<sub>2</sub>.
- Almost every plastic item we've made since the 1950s is still in our environment.
- At least one-third of all edible food produced across the world is never eaten - enough goods to feed 2 billion people.

# HOW TO SORT YOUR WASTE: COMPOST

## ✓ ACCEPTABLE

### YARD WASTE

Flowers, plants & native weeds  
Dried flowers  
Leaves  
Grass clippings  
Pumpkins  
Houseplants, including soil  
Wooden Popsicle sticks  
Tree branches (less than 12mm in diameter and less than 1.5m in length)  
Untreated wood pallets  
Untreated wood chips and sawdust  
Untreated wood scraps (less than 75mm in any dimension)  
Straw and hay

### FOOD WASTE

Bread  
Coffee filters & grounds  
Condiments  
Corn cobs & husks  
Cake & candy (desserts)  
Eggs & shells  
Seafood, fish parts  
Cooking oils (solidified)  
Animal greases & vegetable lard  
Fruits  
Herbs  
Pasta, beans, rice & couscous  
Popcorn  
Sugar & spices

Vegetables  
Tea and tea bags  
Oatmeal & oats  
Cereal & grains  
Meat  
Shellfish  
Poultry and giblets  
Pizza  
Nuts, pits and nut-shells  
Leftovers/plate scrapings  
Dairy products (milk, cheese, sour cream)  
Butter  
Liquids (sauces, juice, coffee, etc)

### OTHER

Paper towels  
Tissues  
Paper napkins  
Kleenex  
Cotton balls  
Sugar, flour and potato paper  
Food-soiled paper, box-board and cardboard  
Newspaper & paper  
Animal food  
Paper coffee cups

## ✗ NOT ACCEPTABLE

Ashes  
Animals  
Construction materials  
Hair  
Diapers and sanitary products  
Plastic wrapping  
All animal feces soiled litter  
Soiled litter  
Recyclables (glass, plastic and metal)  
Nail clippings  
Waxed paper  
Animal fur and feathers  
Vacuum dust  
Dangerous domestic products (used oils, batteries, paints, cleaning products, etc.)  
Dental floss  
Q-tips  
Styrofoam  
Textiles  
Rhubarb leaves  
Cigarette butts  
Plastic bags of any kind  
Invasive plants and weeds

## HOW TO SORT YOUR WASTE: MIXED FIBER

### ✓ ACCEPTABLE

Newspaper/flyers  
Soft cover books  
Egg cartons  
Tissue/cereal boxes  
Printer paper  
Magazines  
Post-it notes  
White envelopes  
Cereal boxes

### ✗ NOT ACCEPTABLE

Garbage  
Coffee cups  
Milk/juice cartons  
Wood  
Paper towel  
Styrofoam

## HOW TO SORT YOUR WASTE: GLASS/METAL/PLASTIC

### ✓ ACCEPTABLE

Tin (steel) cans  
Aluminum cans  
#1 PET Plastics  
#2 HDPE Plastics  
Tubs and lids (up to 5 gallons)  
Drinking bottle glass

### ✗ NOT ACCEPTABLE

Styrofoam  
Ceramics  
Electronics  
Glass (not bottles)  
ABS pipe  
Aluminum foil  
Plastic toys  
Mixed metal/plastic (ex. pens)  
Plastic bags

# AMENITIES



# AMENITIES

## **FITNESS ROOM**

Operating hours are 4:30 A.M. to 12:00 A.M.

- Children under 14 are not permitted in the Fitness Facility.
- No alcohol, food or smoking inside the Fitness Facility.
- Gym equipment must not be removed from the Fitness Facility.
- No personal gym equipment may be used or stored in the Fitness Facility.
- Appropriate attire is required for access throughout the common areas of the Condominium. Swimsuits, bare chest or feet are not permitted in the building's public areas.
- All equipment should be treated with care and respect and used accordance with the instructions.
- Use of equipment is at user's own risk. Neither the Corporation nor Condominium Management company assumes any responsibility or liability for injuries that may occur.
- Equipment must wiped down after each use.
- Any damaged or malfunctioning equipment must be reported to the Condominium Manager by email at [kanaal@desservicesinc.com](mailto:kanaal@desservicesinc.com)

## **LIBRARY/READING NOOK**

Operating hours are 6:00 A.M. to 11:00 P.M.

UTILITIES



# UTILITIES

Each suite in the building has its own Hydro Ottawa electricity meter that measures the use of all electricity within their suite. Owners will have an account with Hydro Ottawa and will receive and pay invoices for this metered energy use directly.

Electricity consumed in common areas of the building, or for common services within the building will be metered separately and the invoice will be paid by the Condominium Corporation through the monthly condominium fee.

Potable water is not metered at the residential suite level, but rather metered for the whole building, with sub-meters installed for the commercial units. The building level water invoice will be paid by the Condominium Corporation through the monthly condominium fee, and will recover the commercial portion of the consumption from the commercial unit owners.

Sanitary water is not metered, and is invoiced as a surcharge on the building level water meter invoice. The Condominium Corporation will pay these amounts as part of the Potable Water invoice as described above.

Kanaal is connected to a District Thermal Energy System (DT) that provides heating, cooling, and domestic hot water energy to all buildings at Zibi via a hydronic network, which simply means that heat is carried by water within pipes that interconnect the buildings to a heat source and means of heat rejection. The DT system is operated as a stand-alone company – Zibi Community Utility (ZCU). The Condominium Corporation has a contract with ZCU to supply heat and remove excess heat from the building. There is an “Energy Transfer Station” (ETS) within the building that includes a heat exchanger, control valves, and metering that allows heat to be transferred between the building and the DT network. The Condominium Corporation will pay a bulk invoice for all heating and cooling energy from the DT system, as measured at the ETS and fixed charges as per the contract with ZCU.

## HEATING AND COOLING WITHIN THE SUITES

The heating and cooling within the suites are accomplished by a fan-coil unit located in the suite. The fan-coil takes heat from or rejects heat to a hydronic loop in the building, which is coupled to the ETS. The fan within the fan-coil unit uses electricity that is measured on the suite meter. The heat that is taken from or rejected to the building loop is measured by a thermal meter within the fan-coil unit cabinet. Each suite owner will receive an invoice for their portion of the bulk invoice from ZCU for heating and cooling energy used within their suite, based on the meter readings in the fan-coil unit and a proportionate share of fixed DT charges. Maintenance of the heat-pump and related mechanical systems within the suite are to be completed in accordance with the manufacturer’s recommendations by the suite owner. Details can be found within the owner’s manual of the equipment.

## HEATING AND COOLING IN THE COMMON AREA

The building is separately metered both thermally and electrically and the invoices are paid by the Condominium Corporation as common expenses.

## DOMESTIC HOT WATER

Domestic hot water is heated and stored centrally in the building using heating energy from the DT system and then distributed to suites. There are no suite-level meters for DHW. The Condominium Corporation pays for DHW via the DT energy invoices as common expenses.

## INTERNET, TELEPHONE AND CABLE

Internet, telephone and cable services have been pre-wired to the suites by Beanfield Metroconnect. A preferred rate option is being offered to Owners. If 85% of the Owners choose Beanfield as the provider, then the building will benefit from a bundle of free services. Bell has been wired to the building. Rogers is not available on Chaudière Island at this time. Owners will establish their own contracts with one of the providers.



# GUIDELINES TO CONDO LIVING FOR RESIDENTS

# GUIDELINES TO CONDO LIVING FOR RESIDENTS

## **MOVING APPLIANCES AND FURNITURE**

Be careful when moving appliances or heavy furniture. Use a dolly or lay other protection for the flooring maybe helpful to avoid damage of the flooring.

## **WATER LEAKAGE**

In the event of water penetration inside your suite from the exterior, above or surrounding areas outside your unit, contact the Condominium Management Office immediately by phone at the emergency telephone number, so that the source may be investigated. Repair of damaged areas may be the responsibility of another resident, in which case, the appropriate responsible parties involved will make the necessary repair arrangements through their insurers. Condominium Management will arrange for repairs to common element areas if damage is a result of a common element issue.

## **SPRINKLER INFORMATION**

Please do not hang anything from or cover sprinkler heads. Even lightweight items can damage sprinklers. Keep paint away from sprinklers and sprinkler covers.

## **IN-SUITE MAINTENANCE**

In-suite maintenance is the Owner's responsibility. Each Owner is required to maintain his/ her own Unit and any system, appliance or fixture that serves your Unit exclusively. The Condominium Management Office may provide you with contact names and telephone numbers of local services providers for maintenance items within your suite if needed. Condominium Management may assist in the event of an emergency but will not conduct any repairs within the Condominium.

## **RESIDENT INFORMATION FORMS**

For your convenience and protection, please notify the Condominium Management Office in writing by email to [kanaal@desservicesinc.com](mailto:kanaal@desservicesinc.com) of any changes in your "resident information", such as new telephone numbers, change in occupancy status, i.e. additional residents, etc. It is critical for your own safety and security that you advise the Management Office when an occupant(s) has moved out of your suite so that his/ her access to the building is removed and any access cards are reprogrammed, as appropriate.

## **VACATIONS**

If you are going on vacation or will be away for an extended period, we suggest that you advise the Condominium Management Office by completing and submitting the Notice of Absence Form. If possible, we would like to request the telephone numbers where you can be reached in the event of emergency. Also, please advise of any guests visiting your suite during your absence. We also suggest turning the water off in the entire suite while you are away.

## **NOISE**

Please respect your neighbors' right to peaceful enjoyment of the property and refrain from any loud noise or vibration particularly before 7:00am, in the evenings and weekends.

# GUIDELINES TO CONDO LIVING FOR RESIDENTS

## **INSURANCE BY THE CONDOMINIUM RESIDENTS**

In accordance with the Condominium Act, 1998, the building's insurance policy covers the common elements and only those base components of the individual units that comprise the standard unit, as will be set out in the Standard Unit By-law. The building insurance does not cover any resident's contents, nor does it cover any finishing's beyond what is set out in the Standard Unit By-law.

Homeowners are advised to contact their insurance carrier to secure a Condominium Unit Owner's Policy (or where applicable, a tenant policy). It is also wise to include personal public liability coverage. Such a policy will provide coverage for legal liability and property damage caused by you, your guests or invitees. If the unit is rented by a tenant, Homeowners are still required to have property insurance of their own and must obtain a proof that the tenant also has insurance. The Homeowner is ultimately responsible liable for their tenant.

Other components of insurance to be considered are coverage for the deductible under the Condominium master insurance policy for which an owner may be responsible; coverage for any additional living expenses suffered by any occupant of the Unit and/or any loss of income by the owner, if the occupant is forced to leave the unit due to substantive damage; coverage for any special assessments levied by the Condominium against the unit and contingent coverage in the event the Condominium's insurance is inadequate.

## **VANDALISM**

All residents should be concerned about acts of vandalism, i.e. instances where the property is willfully damaged, destroyed, stolen or misused. Report all incidents to 911 and to the Condominium Manager in writing by email to [kanaal@desservicesinc.com](mailto:kanaal@desservicesinc.com) providing as much information as possible, including a description of the offender(s). Such reports will be held in the strictest confidence and will be used by Condominium Management in conjunction with the Police Department and our solicitors if necessary to initiate appropriate action.

## **RULES FROM THE CONDOMINIUM**

These items are not all inclusive, residents should refer to the Condominium Rules for further provisions.

## **EXTERIOR DÉCOR**

The Condominium Rules provide that a visually uniform exterior be maintained, with draperies, blinds or other window coverings visible from the exterior of the unit to be white or off-white. Please refer to the Condominium Rules for greater detail.

# GUIDELINES TO CONDO LIVING FOR RESIDENTS

## **KEYS/SUITE LOCKING MECHANISMS**

No additional locks or alternate locks may be installed on any suite door. Contact the Condominium Management Office during regular business hours in the event you need to replace your current lock on your suite door. All keys must be keyed to the building master keys and must remain this way for safety. Under no circumstances shall building access or common element keys be made available to anyone other than an owner or authorized resident.

## **SAFETY**

No storage of any fuels or any other combustible material is to be kept in the suite or bicycle/storage unit. Smoking is prohibited in all interior common areas (including stairwells). No propane or natural gas tank shall be kept in the units or exclusive use common element, balcony or terrace area.

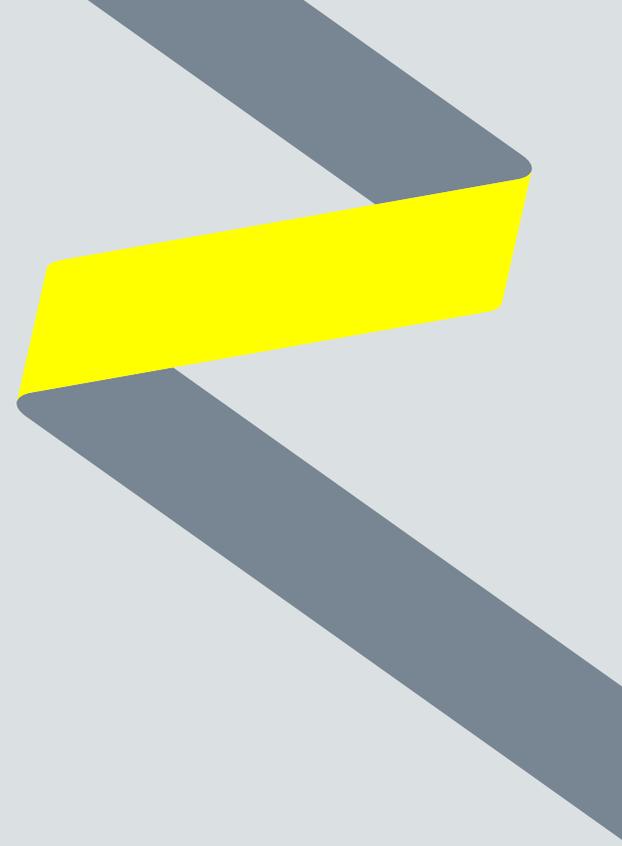
## **PETS**

No animal, livestock or fowl shall be kept upon the common elements. When on the common elements, all pets must be under leash. No pet that is deemed by the Board of the manager in its absolute discretion, to be a nuisance shall be kept by any owner upon the common elements. Please refer to the Condominium Rules for greater detail

## **BALCONIES AND PATIO AREAS**

No storage of liquid gas, explosives, or flammable materials, firearms, ammunition, or any other combustible or offensive goods, provisions or materials shall be kept on the property. Unit owners must comply with the Technical Standards and Safety Authority regulations and the recommendations of the Ottawa Fire Services Department regarding the storage, transportation, and use of propane tanks. Only seasonal furniture that is safely secured is permitted on balconies, terraces and exclusive use common areas. Please refer to the Condominium Rules for greater detail.

# TENANCY OCCUPATION



# TENANCY OCCUPATION

## OWNER'S CONTRACTORS, TRADE OR SERVICE PERSONNEL

After final closing, when minor alterations are permitted, no Contractor, trade or service personnel may enter upon the property to perform any work or services in or about any unit (including any exclusive use common area) unless such persons or firms are:

1. Employed by the Declarant, its affiliate or associate in connection with completion of the building or any particular unit;
2. Employed directly by the Condominium Corporation; or
3. Employed by a unit owner in circumstances where the intended performance of work and/or services in or about a unit has, as applicable, first been approved, in writing, by the Corporation and where the work and/or services are supervised by an approved contractor or service personnel in accordance with the Corporation's written direction; and, where required in the discretion of the Condominium Manager, the owner of the unit has provided to the Corporation a deposit in a reasonable amount to cover the Corporation's initial costs of supervision (to be finalized upon completion of the work); and where the unit owner has entered into a written undertaking to indemnify the Corporation with respect to any expenses, damages or costs whatsoever incurred by the Corporation arising from the carrying out of the work by the unit owner's contractor, trade or service personnel and any resulting damage to the common elements. Any such expenses, resulting damages and costs may be collected by the Corporation from the unit owner in the same manner as common expenses.
4. All in suite renovations should be first detailed in writing to Condominium Management for approval where required, service elevator access and protection of common elements and units and peaceful enjoyment of the Building by all residents.
5. Post-closing, upgrades by private contractors hired by the Homeowner must be authorized by the condo board association.

# TENANCY OCCUPATION

## FIRE SAFETY

A fire safety plan for Kanaal Condominiums as required by the Fire Protection and Prevention Act, Ontario Regulation have been developed. The owners must make sure, in particular:

- To maintain the good and safe operating condition of the sprinkler systems, alarm systems, door closers and emergency equipment.
- To use, in the lobby or the exits of any building and everywhere inside health care occupancies, draperies, curtains and decorative materials that are compliant with the standard referred to in the Regulation.
- To prepare an evacuation plan and procedure.
- To provide for the personnel required to evacuate the building in the case of a fire or a situation of panic or any other danger; the size of such personnel being determined according to the evacuation procedure in case of fire, the occupant load, the use of the premises (occupancy), and the age and fire resistance (class) of the building.
- To inform the occupants as well as the personnel, where relevant, with regard to the safety measures and evacuation methods set out.
- To give the emergency evacuation personnel, where relevant, the necessary instructions with regard to the use of fire extinguishers, the alarm systems and the means of egress for the occupants.
- To see to it that, at least once a year, the appropriate fire evacuation and rescue drills are being conducted.

### IF YOU DISCOVER FIRE:

- Leave the fire area.
- Close all doors behind you.
- Activate the Fire Alarm, by using pull stations.
- Use exit stairwells to go down to the ground floor level and leave the building immediately.

- Telephone the City of Ottawa Fire Department from a safe place by dialing 911 (never assume this has been done). Know the correct address of the building and location of the fire in the building.
- Do NOT use elevators.
- Do NOT return until it is declared safe to do so by a Fire Dept. Official.

### IF YOU HEAR THE BUILDING FIRE ALARM:

- Before opening the exit stair door, feel knob for heat. If not hot, brace yourself against door and open slightly. If you feel air pressure or hot draft, close door quickly.
- If you find no fire or smoke in the corridor, close door behind you and leave by nearest exit.
- If you encounter smoke in the corridor or stairwell, consider taking an alternative exit where it may be clear, or return to your suite.
- Listen for further instructions.
- If you cannot leave your suite or have returned to it because of fire or heavy smoke, remain in your suite.
- Close the door.
- Unlock door for possible entry of fire fighters.
- Dial 911 and tell the City of Ottawa Fire Service where you are, then signal to fire fighters by waving a sheet from a window, balcony or terrace.
- Seal all cracks where smoke may get in by using wet towels or sheets or masking tape.
- Crouch low to the floor if smoke comes into the room.
- Move to the most protected room and partially open a window for air (close window if smoke comes in).
- Wait to be rescued. Remain calm. Do not jump.
- Listen for instructions or information, which may be given by authorized personnel over voice communication system.

# TENANCY OCCUPATION

## FIRE SAFETY

### FIRE EXTINGUISHMENT, CONTROL OR CONFINEMENT

This is primarily the responsibility of the Fire Department. The production of toxic fumes in buildings makes firefighting potentially dangerous, particularly if a large amount of smoke is being generated. Only after ensuring that the alarm has been raised and the Fire Department notified, should an experienced person (familiar with extinguisher operation) attempt to extinguish a small fire. This must be a voluntary act. If it cannot be easily extinguished with the use of a portable fire extinguisher, leave the area and confine the fire by closing the door.

### EMERGENCY PROCEDURES

The actions to be taken by occupants in emergency situations are posted on each floor at: Pull Stations/ elevator lobby, or exit locations.

#### In case of fire upon discovery of fire

- Leave fire area immediately and close doors.
- Sound fire alarm.
- Leave building via nearest exit.
- Call the Ottawa fire services by dialing 911.

#### Do not use elevators upon hearing fire alarm

- Leave building via nearest exit
- Close door behind you

### CAUTION

If smoke is heavy in the corridor it may be safer to stay in your area. Close door and place a wet towel at the base of the door. If you encounter smoke in the stairway, use alternate exit remain calm.

### COMBUSTIBLE MATERIALS

A high standard of housekeeping and building maintenance is probably the most important single factor in the prevention of fire. For example:

1. Combustible waste materials in buildings shall not be permitted to accumulate in quantities or locations which will constitute a fire hazard, such as elevator shafts, ventilation shafts, stairwells, or any other means of egress.
2. Combustible materials shall not be used to absorb flammable or combustible liquid spills within the building.
3. Greasy or oily rags or materials subject to spontaneous heating shall be deposited in a proper safety container or be removed from the premises.
4. Lint traps in laundry equipment shall be cleaned to prevent excessive accumulation of lint.
5. Flammable liquids shall not be used for cleaning purposes.
6. Combustible materials shall not be stored on a roof or adjacent to any building so as to create a fire hazard to the building or its occupants.

### FIRE HAZARDS

In order to avoid fire hazards in the building, occupants are advised:

1. Do not put burning material such as cigarettes and ashes into the garbage rooms.
2. Do not dispose of flammable liquids or aerosol cans in the garbage rooms.
3. To avoid unsafe cooking practices, (deep fat frying, too much heat, unattended stoves, loose hanging clothing).
4. Do Not Use unsafe electrical appliances, frayed extension cords, over-loaded outlets or lamp wire for permanent wiring.
5. To avoid careless smoking, use ashtrays. Never smoke in bed.

#### In general, occupants are advised to:

1. Know where the alarm pull stations and exits are located.
2. Call the Ottawa Fire Services immediately whenever you need emergency assistance.
3. Know the correct building address.
4. Know the audible alarm signals and the procedures established to implement safe evacuation of the building.
5. No person shall intentionally disable a smoke alarm and heat alarm so as to make it inoperable.
6. Do not tamper, disconnect or cover the in-suite audible device or heat detector.
7. Notify property management if special assistance is required in the event of an emergency.
8. Report any fire hazards to supervisory staff.

# HOMEOWNER FORMS



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